

City of Waterville, Maine Position Description

Position Title: INFORMATION TECHNOLOGIST
Department: Information Services
FLSA Status: Exempt
Reports to: Information Technology Director

OVERVIEW OF POSITION

This position reports to the Information Technology Director. This position provides support for the City's information services infrastructure. This infrastructure includes hardware, data and software architectures. It requires the ability to manage many different issues and problems using knowledge and poise.

Location: the position is located in an office in the City Hall building.

ESSENTIAL JOB FUNCTIONS

(The following are illustrative of the duties and responsibilities associated with this position and are not intended to be all-inclusive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.)

Non-Technical Skills

- Excellent decision making and problem solving skills
- Team player
- Patience with people and technology
- Strong oral skills
- Strong written skills
- Good organizational skills
- Fast, flexible, friendly
- Self motivated
- Ability to learn quickly
- Work with people individually and in groups
- On-call 24/7 will be provided with a pager and/or cell phone.

Day-to-Day Operations

- Perform E-mail administration
- Perform network administration
- Perform in depth and general problem solving with both hardware and software issues
- Assists PC users with the use of office automation software, application programs and network functions
- Operates networked computer system.
- Backs up computer system files on nightly basis.
- Prepares and generates other standard and customized computer based reports as necessary.
- Technical detective (trouble shooting) for discovery of causes of computer bugs and viruses and repairing thereof.
- Provide technical support to end users of Microsoft office suites
- Provide hardware, network, and desktop troubleshooting
- Provide support for Windows 2000, Windows XP, Windows Vista, Windows7 and future operating systems
- Responsible for maintaining up to date computer environment
- Provide support for analog, digital and VoIP telephones.

System Architecture Operations

- Installs and configures personal computers and office automation products as the need arises.
- Apply operating system software upgrades as needed

EDUCATION AND EXPERIENCE

A qualified person should have an Associate's degree in computer science and two years of experience in operating a local area network or computer system.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Microsoft Office
- Knowledge of Microsoft operating systems
- Ability to analyze
- Ability to install and optimize software and operating systems
- Ability to diagnose and troubleshoot computer system problems
- Ability to interact and communicate with non-technical users of computer systems are essential.
- Must possess the ability to learn new software.

Physical Requirements: The position requires the ability to walk, sit, talk, hear, stand, bend and requires the use of hands/fingers to manipulate computer keyboard and other standardized equipment. The position may require the ability to bend, reach and lift or move up to 50 pounds.

Supervisory Responsibilities: Provides technical guidance/supervision to system users.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

<p>*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.</p>

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.